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IN THE CLAIMS:

1. *(currently amended)* A method of setting up a call between a subscriber premises and a call center, comprising:

receiving a call set up request at a service control point/service node in a communication network from a gateway responsive to the subscriber premises, said gateway being connected to the subscriber via a data network, the service control point/service node for: controlling other communication network elements associated with call set up, estimating the time-in-queue for an enqueued call and reporting the status of an enqueued call;

sending an availability query from the service control point/service node to the call center via the data network;

preparing a call set up instruction at the service control point/service node for setting up the call initiated by the call center to the subscriber premises if an availability reply is received at the service control point/service node from the call center; and

estimating, at the service control point/service node, a time-in-queue for the call center to become available to initiate the call and preparing a call queue status message for delivery to the gateway from the service control point/service node if an unavailability reply is received before the availability reply is received from the call center.

2. *(previously presented)* The method of claim 1, further comprising providing a call path between the call center and the subscriber premises.

3. *(previously presented)* The method of claim 2, wherein a network switched provides the call path in response to the call set up instructions.

4. *(original)* The method of claim 2, wherein providing a call path includes placing a call to the subscriber premises.

5. – 6. *cancelled*

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7. *(previously presented)* The method of claim 1, further comprising sending the call queue status message from the service control point/service node to the gateway for delivery to the subscriber premises.

8. *(previously presented)* The method of claim 1, further comprising:
receiving, at the service control point/service node, an agent available from the call center; and
prepared an updated call queue status message for delivery to the gateway.

9. *(previously presented)* The method of claim 1, further comprising preparing, at the service control point/service node, an updated call queue message for delivery to the gateway after receiving the availability reply.

10. *(previously presented)* The method of claim 1, wherein the subscriber premises includes a computer for communicating with the gateway, and a telephone for communicating with the call center.

11. *(previously presented)* The method of claim 1, further comprising preparing, at the service control point/service node, a call connection message relating to the call being set up between the call center and the subscriber premises.

12. *(previously presented)* The method of claim 11, further comprising sending the call connection message from the service control point/service node to the gateway for delivery to the subscriber premises.

13. *(currently amended)* An apparatus for setting up a call between a subscriber premises and a call center, comprising
a service control point/service node for receiving a call set up request from a gateway response to the subscriber premises, the service control point/service node for controlling other network elements associated with call set up, estimating the time-in-

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queue for an enqueued call and reporting the status of an enqueued call, said gateway being connected to the subscriber premises via a data network;

means for sending a query from the service control point/service node to the call center, said service control point/service node being connected to the call center via a data network;

means for receiving a reply at the service control point/service node from the call center;

means for preparing a call set up instruction for setting up the call initiated by the call center to the subscriber premises if an availability reply is received from the call center; and

means for estimating a time-in-queue for the call center to become available to initiate the call and means for preparing a call queue status message for delivery from the service control point/service node to the gateway if an unavailability reply is received before the availability reply is received from the call center.

14. *(previously presented)* The apparatus of claim 13, further comprising a network switch for providing a call path between the call center and the subscriber premises in response to the call set up instruction.

15. *(original)* The apparatus of claim 14, wherein the network switch places a call to the subscriber premises.

16. – 17. *cancelled*

18. *(previously presented)* The apparatus of claim 13, further comprising means for sending the call queue status message from the service control point/service node to the gateway for delivery to the subscriber premises.

19. *(previously presented)* The apparatus of claim 13, further comprising means at the service control point/service node for receiving an agent available reply from the call center; and

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means at the service control point/service node for preparing an updated call queue status message for delivery to the gateway.

20. *(previously presented)* The apparatus of claim 13, further comprising means at the service control point/service node for preparing an updated call queue status message for delivery to the gateway after receiving the availability reply.

21. *(original)* The apparatus of claim 13, wherein the subscriber premises includes a computer for communicating with the gateway, and a telephone for communicating with the call center station.

22. *(previously presented)* The apparatus of claim 13 further comprising means for preparing, at the service control point/service node a call connection message relating to the call being set up between the call center and the subscriber premises.

23. *(previously presented)* The apparatus of claim 22 further comprises means at the service control point/service node for delivering the call connection message to the gateway for delivery to the subscriber premises.

24. *(original)* The method of claim 1, wherein the data network is the Internet.

25. *(original)* The method of claim 1, further comprising:
utilizing a telephone at the subscriber premises for enabling communication between a user at the subscriber premises and an available agent at the call center.

26. *(original)* The apparatus of claim 13, wherein the data network is the Internet.

27. *(original)* The apparatus of claim 13, further comprising:
a telephone at the subscriber premises for enabling communication between a user at the subscriber premises and an available agent at the call center.